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FIG. 1

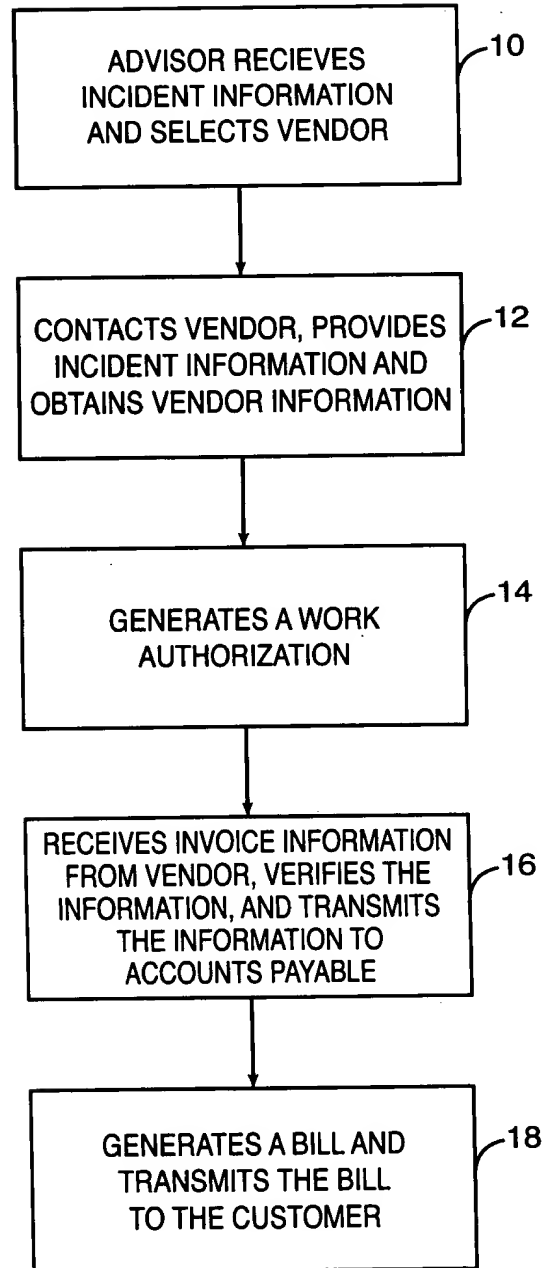
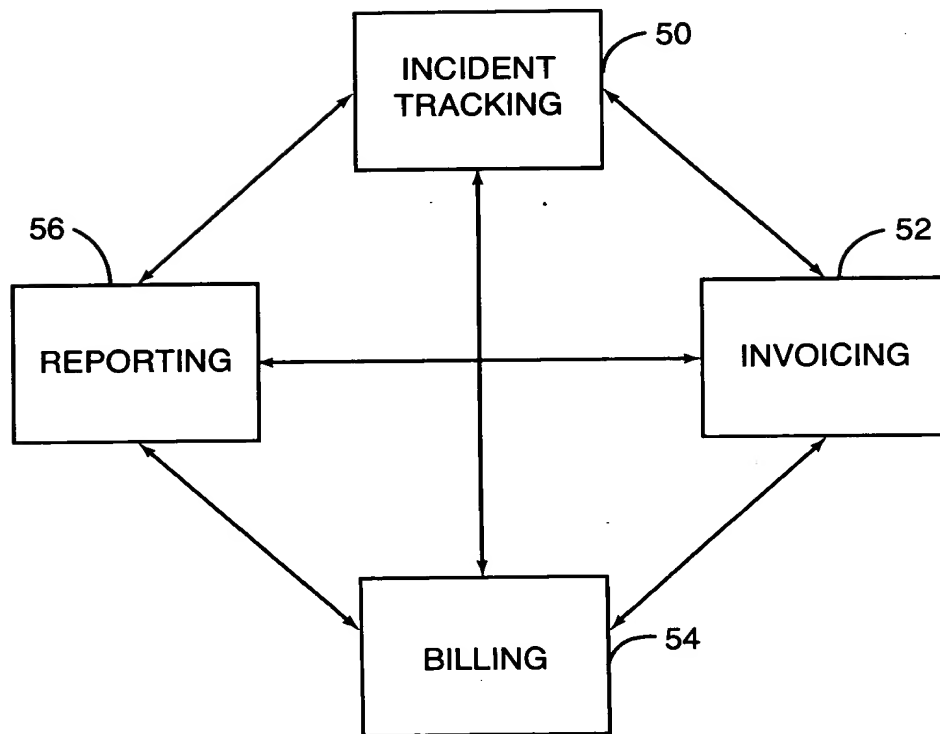


FIG. 1

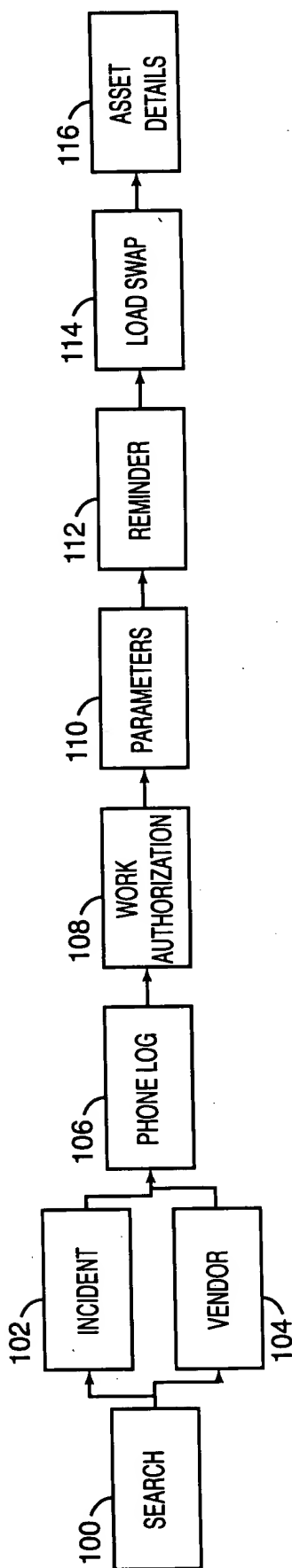
2/26

FIG. 2



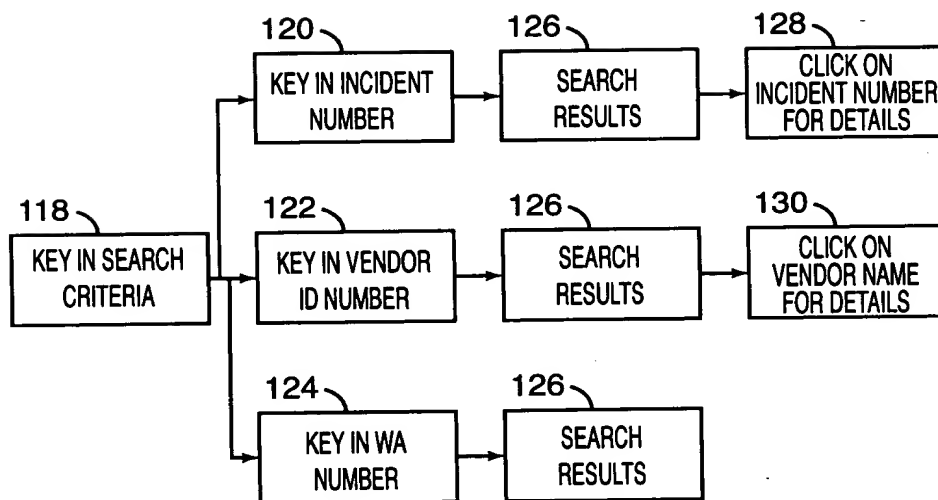
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FIG. 3

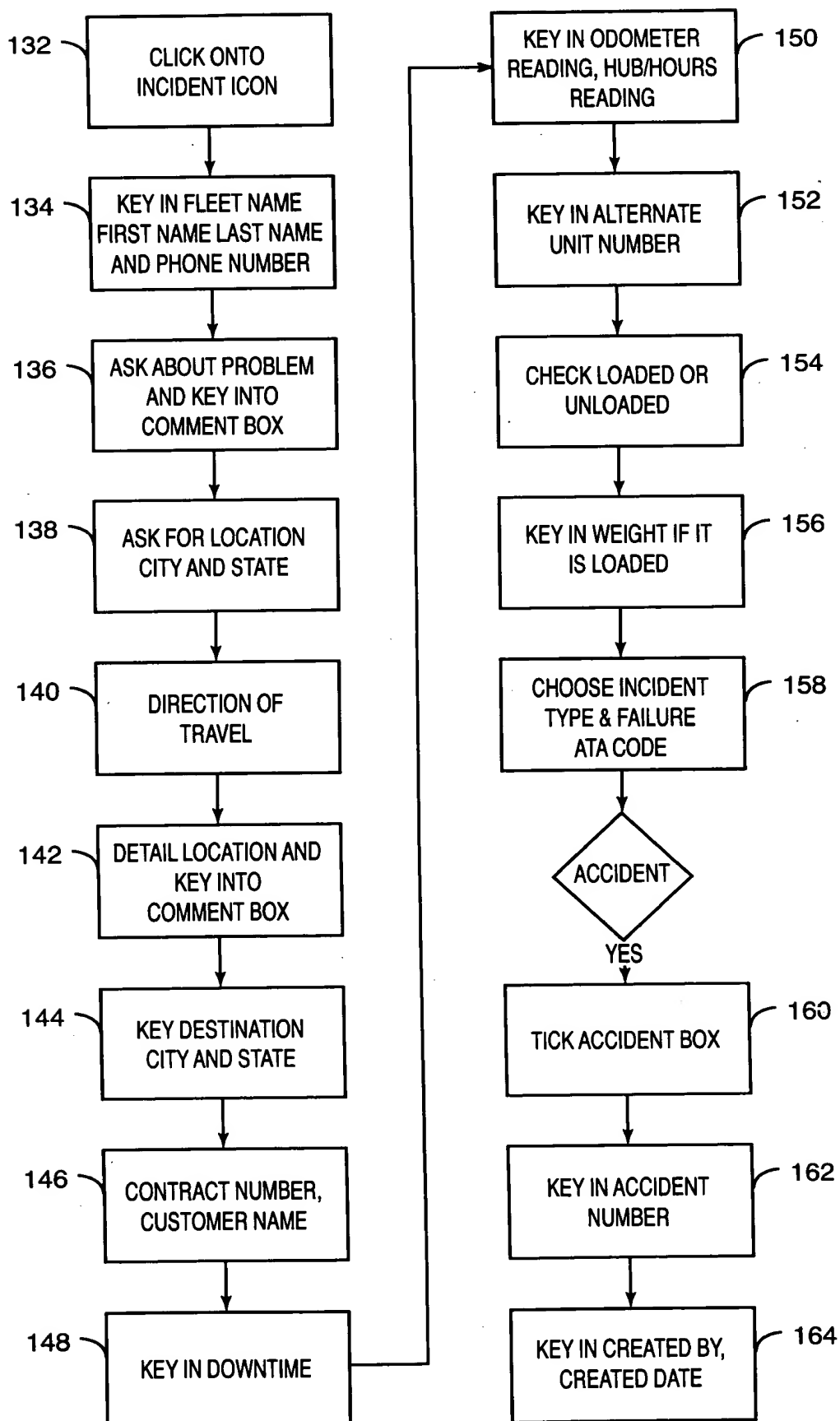


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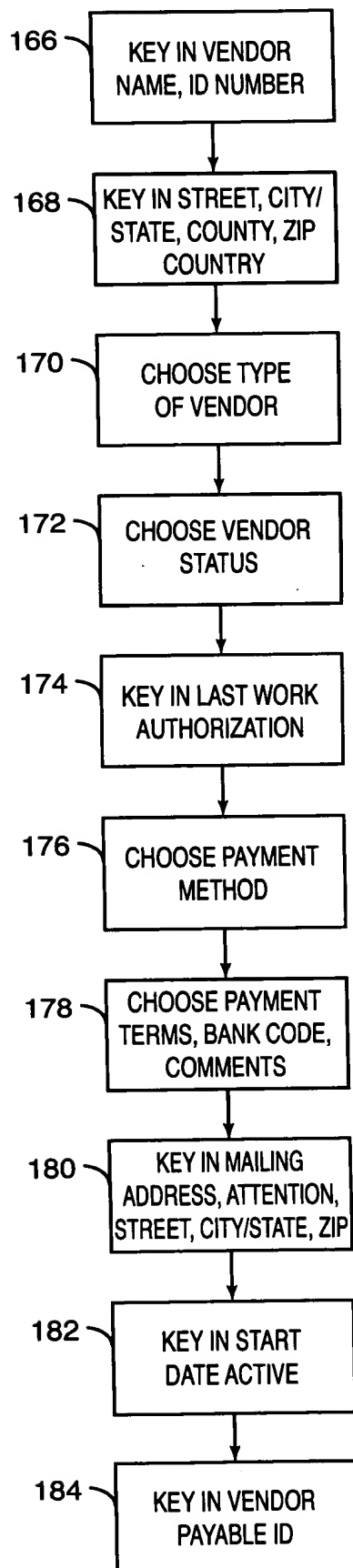
FIG. 4



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FIG. 5



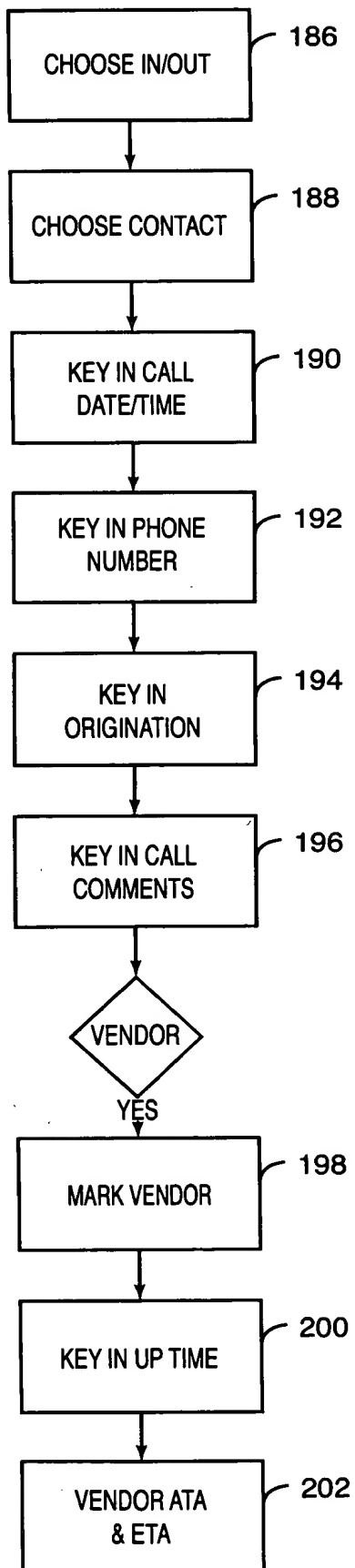
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FIG. 6



103030-2703-1000

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FIG. 7



103030-2161-1000

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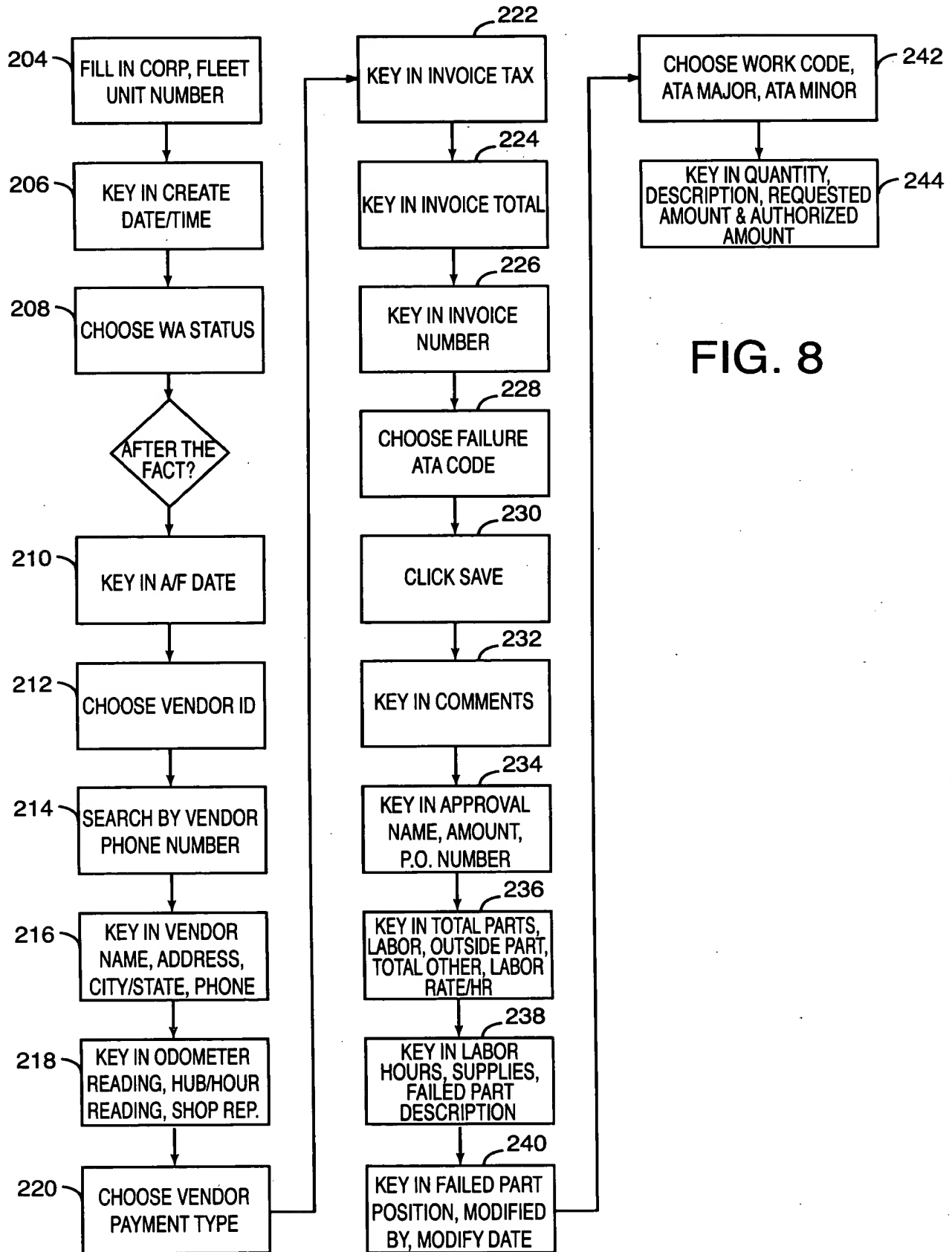
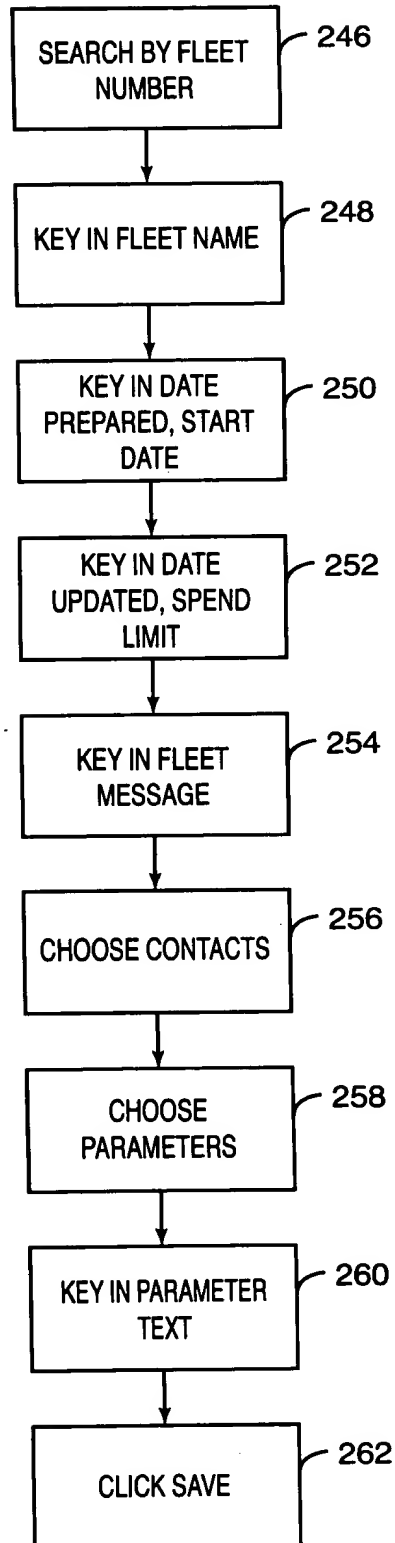


FIG. 8

FIG. 8

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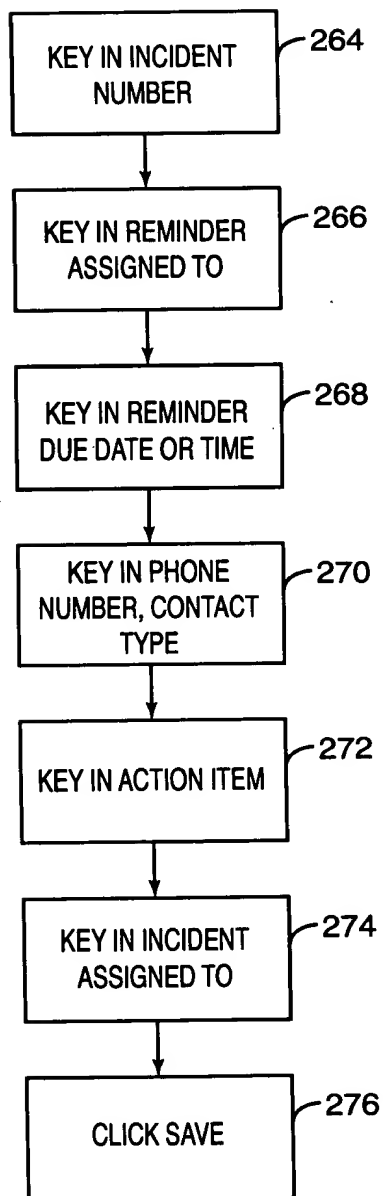
FIG. 9



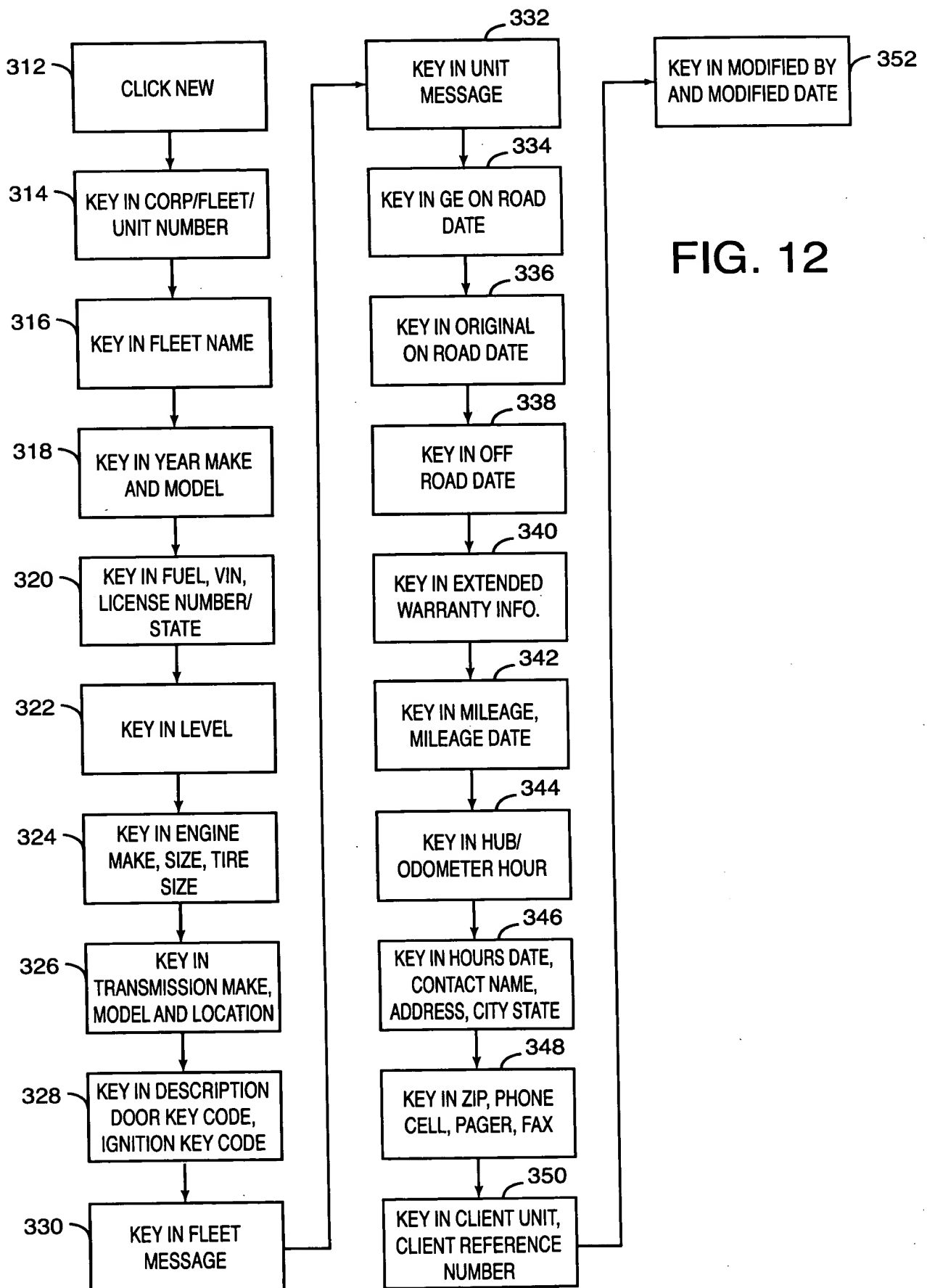
108080-24814300

[illegible]

FIG. 10

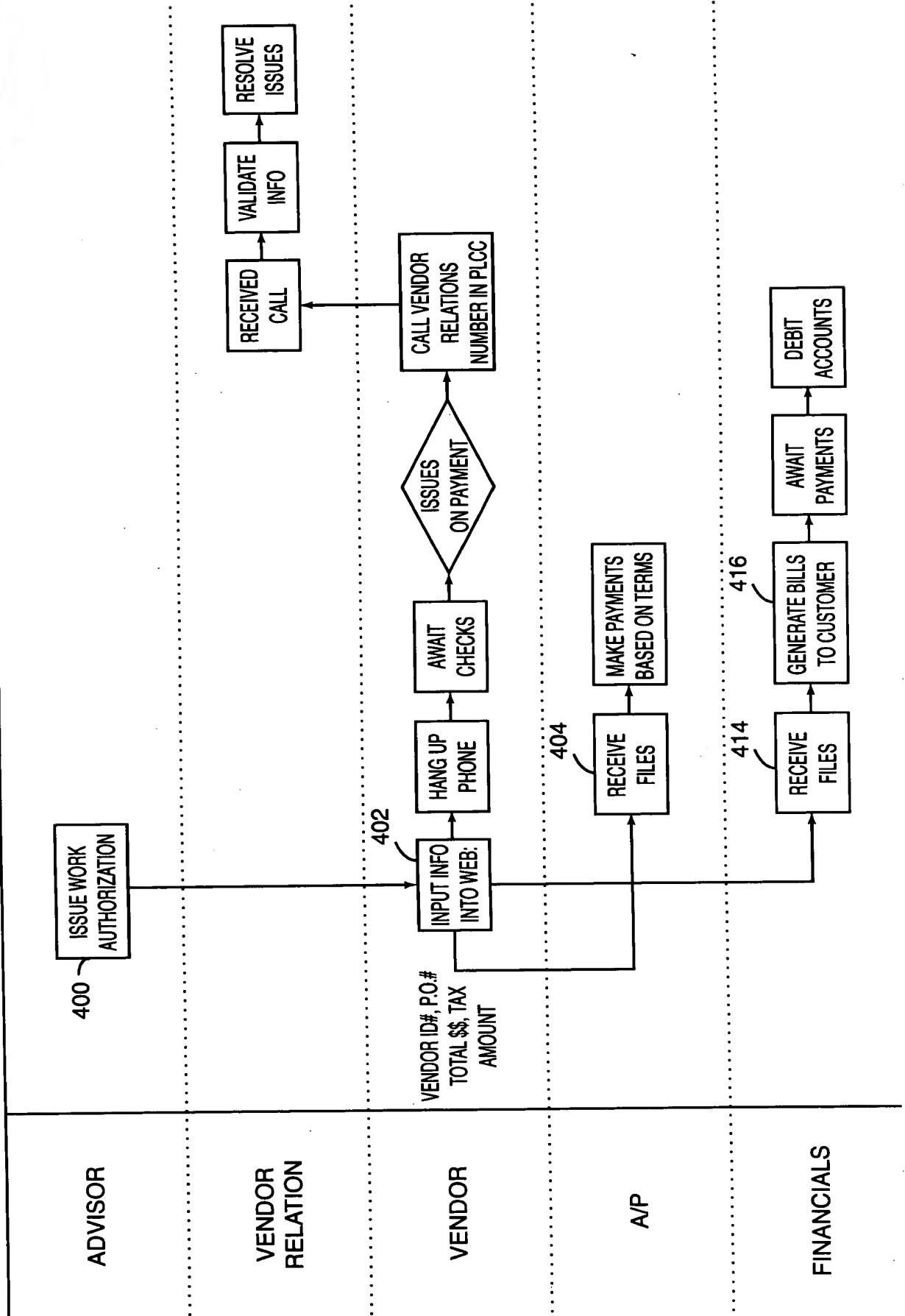


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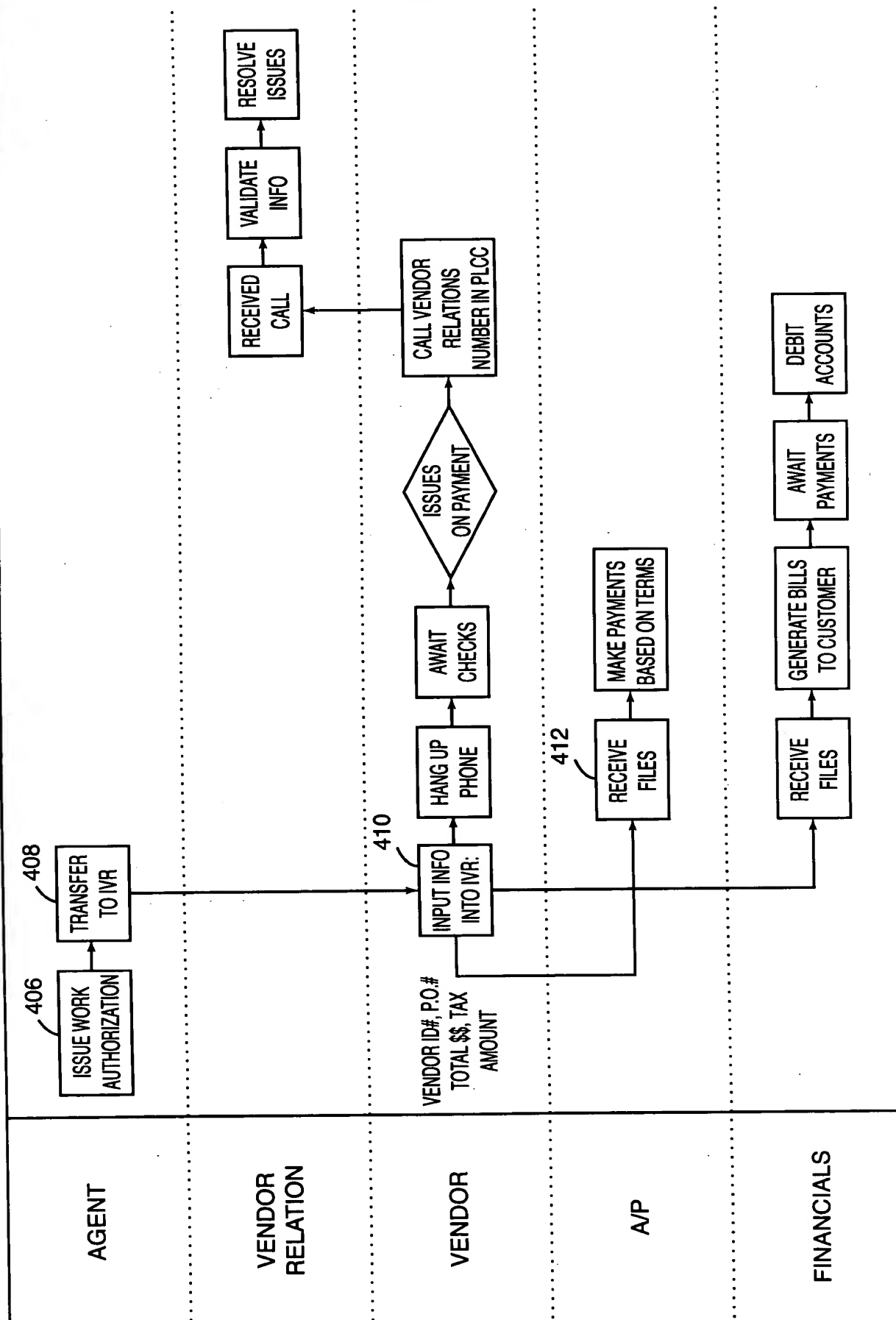
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FIG. 13



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FIG. 14



THE **WORLD**



10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1



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FIG. 17

REPORTING

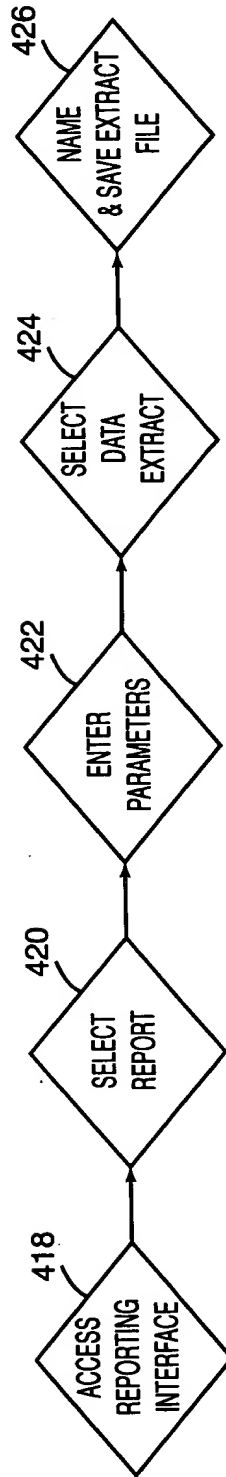


FIG. 18
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GE TRANS INFO - Microsoft Internet Explorer provided by MSN											
File Edit View Favorites Tools Help											
Back Forward		Stop Refresh		Home		Search		Favorites History		Mail Size Print Messenger	
Address http://ecommerce.fleet.capital.ge.com/NASApp/piranha/Servindex											

		GE Capital Fleet Services		GE TRANSINFO 		User: MSTUMNE Date: 2/14/2001	
GE Home Maps Home Contact Us		Corp/Fleet/Unit No:		Incident No:			
Incident Search		Vendor Search		Phone Log		Parameters	
Incident		Incident		WA		Reminder	
Invoice		Load Swap		Asset Details			

Search

Corp/Fleet/Unit Number 01

☐ Alternate Unit Number ☐ Replacement

Incident Number <input type="text"/>	Driver Last Name <input type="text"/>
Location City/State <input type="text"/>	Load Swap <input type="checkbox"/>
License Plate No <input type="text"/>	Find-A-Home <input type="checkbox"/>
Created By <input type="text"/>	Incident Status <input type="text"/>
Vendor ID <input type="text"/>	Assigned To <input type="text"/>
Phone Number <input type="text"/>	Reminder <input type="checkbox"/>
Paged <input type="checkbox"/>	Modified By <input type="text"/>
Accident <input type="checkbox"/>	

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FIG. 19

GE TRANS INFO - Microsoft Internet Explorer provided by MSN									
File Edit View Favorites Tools Help									
Back Forward Stop Refresh Home Search Favorites History Mail Print Real.com Messenger									
Address http://ecommerce.fleet.capital.ge.com/NASApp/piranha/ServiceIndex									
<div>GE Capital Fleet Services</div> <div>GE TRANSINFO</div>									
GE Home Maps Home Contact Us Corp/Fleet/Unit No: 01/30225/111090 Incident No: 200 User: MSTUMNE Date: 2/14/2001									
Incident Search Incident Vendor Search Phone Log WA Parameters Reminder Load Swap Asset Details									
Incident									
Corp/Fleet/Unit Number 01 30225 111090 Save Clear Reports									
Fleet Name RYDER TRS Year 1988 Make DEMCO Model T6000ACC VIN 15DR222001A11090									
First Name JAMI Last Name REDMOND Phone Number 8013567764									
Problem Comments cc blinkers don't work Detail									
Location City/State PROVO UT Direction of Travel Save									
Location Comments house 702 w. lebon circle and x street 500 w or 920 s. Detail									
Destination City/State Contract Number Customer Name									
Down Time 01/30/2001 19:11:02 Up Time 01/31/2001 19:35:34									
Odometer Reading Hub/Hours Reading Alternate Unit Number									
Email a GE Representative									
Start Exploring Exploring picc.sev Sametime Inbox Mic. GE TRA... Jody Close Trusted Sites 9:21 AM									

	1987	1986	1985	1984	1983	1982	1981	1980	1979	1978	1977	1976	1975	1974	1973	1972	1971	1970	1969	1968	1967	1966	1965	1964	1963	1962	1961	1960	1959	1958	1957	1956	1955	1954	1953	1952	1951	1950	1949	1948	1947	1946	1945	1944	1943	1942	1941	1940	1939	1938	1937	1936	1935	1934	1933	1932	1931	1930	1929	1928	1927	1926	1925	1924	1923	1922	1921	1920	1919	1918	1917	1916	1915	1914	1913	1912	1911	1910	1909	1908	1907	1906	1905	1904	1903	1902	1901	1900	1899	1898	1897	1896	1895	1894	1893	1892	1891	1890	1889	1888	1887	1886	1885	1884	1883	1882	1881	1880	1879	1878	1877	1876	1875	1874	1873	1872	1871	1870	1869	1868	1867	1866	1865	1864	1863	1862	1861	1860	1859	1858	1857	1856	1855	1854	1853	1852	1851	1850	1849	1848	1847	1846	1845	1844	1843	1842	1841	1840	1839	1838	1837	1836	1835	1834	1833	1832	1831	1830	1829	1828	1827	1826	1825	1824	1823	1822	1821	1820	1819	1818	1817	1816	1815	1814	1813	1812	1811	1810	1809	1808	1807	1806	1805	1804	1803	1802	1801	1800	1799	1798	1797	1796	1795	1794	1793	1792	1791	1790	1789	1788	1787	1786	1785	1784	1783	1782	1781	1780	1779	1778	1777	1776	1775	1774	1773	1772	1771	1770	1769	1768	1767	1766	1765	1764	1763	1762	1761	1760	1759	1758	1757	1756	1755	1754	1753	1752	1751	1750	1749	1748	1747	1746	1745	1744	1743	1742	1741	1740	1739	1738	1737	1736	1735	1734	1733	1732	1731	1730	1729	1728	1727	1726	1725	1724	1723	1722	1721	1720	1719	1718	1717	1716	1715	1714	1713	1712	1711	1710	1709	1708	1707	1706	1705	1704	1703	1702	1701	1700	1699	1698	1697	1696	1695	1694	1693	1692	1691	1690	1689	1688	1687	1686	1685	1684	1683	1682	1681	1680	1679	1678	1677	1676	1675	1674	1673	1672	1671	1670	1669	1668	1667	1666	1665	1664	1663	1662	1661	1660	1659	1658	1657	1656	1655	1654	1653	1652	1651	1650	1649	1648	1647	1646	1645	1644	1643	1642	1641	1640	1639	1638	1637	1636	1635	1634	1633	1632	1631	1630	1629	1628	1627	1626	1625	1624	1623	1622	1621	1620	1619	1618	1617	1616	1615	1614	1613	1612	1611	1610	1609	1608	1607	1606	1605	1604	1603	1602	1601	1600	1599	1598	1597	1596	1595	1594	1593	1592	1591	1590	1589	1588	1587	1586	1585	1584	1583	1582	1581	1580	1579	1578	1577	1576	1575	1574	1573	1572	1571	1570	1569	1568	1567	1566	1565	1564	1563	1562	1561	1560	1559	1558	1557	1556	1555	1554	1553	1552	1551	1550	1549	1548	1547	1546	1545	1544	1543	1542	1541	1540	1539	1538	1537	1536	1535	1
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FIG. 21
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GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger

Address http://ecommerce.fleet.capital.ge.com/NASApp/ptanhal/Servindex

Go Links >>

GE Capital Fleet Services

GE TRANS INFO

GE Home | Maps Home | Contact Us

Corp/Fleet/Unit No: Incident No: User: MSTUMNE Date: 2/14/2001

Incident Search Incident Vendor Search Phone Log WA Parameters Reminder Load Swap Asset Details

Main Menu Incident Invoice Billing Information Reports Maintenance Exit

REMINDER

Create A Reminder/Action Item

Incident Number []

Reminder Assigned To [MSTUMNE]

Reminder Due Date/Time [02/14/2001 11:44:42]

Phone Number []

Contact Type []

Action Item [MSTUMNE]

Incident Assigned To [ABEAR]

Save

Email a GE Representative

Start Exploring Exploring picc.sev SameTime Inbox Mic Jody Close GE TRA... Trusted Sites

9:21 AM

103030 chstn350

Applicant: Mark Stumne
Title: Method and System for Emerge
Assistance Management
Appln No. 09/841,842

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FIG. 22

GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger

Address http://ecommerce.fleet.capital.ge.com/NASApp/piranha/ServiceIndex

GE Capital Fleet Services

GE TRANS/INFO

GE Home | Maps Home | Contact Us

Incident Search Incident Vendor Search Phone Log WA Parameters Reminder Load Swap Asset Details

Incident Invoice Billing Information Reports Maintenance Exit

GE TRANS/INFO

Incident No: 200 User: MSTUMNE Date: 2/14/2001

Phone Log

Update New

Add to Phone Log Delete

Vendor Search Results

801-262-8294

01-30/2001 20:35:41 CELL PHONE

BURKES SINCLAIR DON WILL GO ON CALL ETA 2 HRS WILL CALL BACK FOR INFORMATION ON SVC CALL. PAGED CARL (LRASMUS 1/28/2001 20:32:31) (LRASMUS 1/28/2001 20:43:41) (LRASMUS 1/28/2001 20:44:19)

Comments

801-356-7764

01/30/2001 20:34:42 CELL PHONE

(cc blinkers don't work) (house 702 w. lebon circle and x street 500 w or 920 s.) (PROVO UT) (CREXTRA 1/28/2001 19:15:42) (MSTUMNE 2/14/2001 9:46:52)

Comments

801-379-3843

01/30/2001 19:58:44 PAGER

JACKS TIRE & OIL on call person will o/b if can do the job (CREXTRA 1/28/2001 19:55:58)

Comments

801-373

Email a GE Representative

Done

Trusted Sites Trusted Sites

103030" ch03fh360

Applicant: Mark Stumne
Title: Method and System for Emerge
Assistance Management
Appln No. 09/841,842


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FIG. 23


GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger

Address <http://ecommerce.fleet.capital.ge.com/NASApp/iranha/ServiceIndex> Go Links >>

 **GE Capital Fleet Services**

 **GE TRANS INFO**

GE Home | Maps Home | Contact Us

User: MSTUMNE Date: 2/14/2001

Main Menu

Incident

Invoice

Billing Information

Reports

Maintenance

Exit

New Invoice Information

WA Number

Invoice Number

WA Pricing

Sub Total

Sub Total

Total Invoice

WA Status

Scanned Reference Number

Save

Vendor ID

Invoice Date

\$ 0.0

\$ 0.0

\$ 0.0

WA Close Date

02/14/2001

WA Invoice Method

Manual

Vendor Name

Invoice Received Date

02/14/2001

<http://ecommerce.fleet.capital.ge.com/NASApp/iranha/ServiceIndex>

Trusted Sites

Start Exploring Exploring picc.sev SameTime Inbox Mic. Joby Close GE TRA... 9:21 AM

[illegible]

GE TRANS INFO - Microsoft Internet Explorer provided by MSN									
File Edit View Favorites Tools Help									
Back	Forward	Stop	Refresh	Home	Search	Favorites	History	Mail	Real.com
					Messenger				
Address http://ecommerce.fleet.capital.ge.com/NASApp/piranha/ServiceIndex					Go Links >>				

 GE Capital Fleet Services	 GE TRANSINFO	User: MSTUMNE Date: 2/14/2001 Incident No: _____ Corp/Fleet/Unit No: _____
--------------------------------------	-------------------------	---

Request Report

<input type="checkbox"/> ALL Fleets <input checked="" type="radio"/> All Agents <input type="radio"/> Open <input type="radio"/> Pending <input type="radio"/> Closed <input type="radio"/> Void <input type="radio"/> All	<input checked="" type="radio"/> Descending <input type="radio"/> Ascending	Downtime Hours <input type="text"/> Fleet Number <input type="text"/> User ID <input type="text"/>
--	--	--

<input type="button" value="Main Menu"/> <input type="button" value="Incident"/> <input type="button" value="Invoice"/> <input type="button" value="Billing Information"/> <input type="button" value="Reports"/> <input type="button" value="Maintenance"/> <input type="button" value="Exit"/>	
--	--

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FIG. 26

